

Clarification to Pre bid queries
of
Ref: LIC/CO/IT-BPR/HW/Oracle Licenses 11g/2017-18/07 Dated 14/02/2018

Sr. no.	RFP document Reference(s) (Section and Page No)	Clause (in brief) of RFP requiring clarifications	Brief details/ Query in reference to the clause	Department Remarks
1	Pag No. 3 A. General Information and Instructions to the Bidders: 1. Activity Schedule: Point No. 2. Bid Processing Fee (nonrefundable)	Rs. 10,000/- (Rs. Ten Thousand Only) by way of Demand Draft, issued in favour of "LIC of India", drawn on any Nationalized/Scheduled bank payable at "Mumbai" shall be submitted with the Bid.	We are registered with NSIC under single point registration scheme as per government policy are exempted from submitting tender document fee and EMD. The registered under Single Point Registration Scheme of NSIC are eligible to get the benefits under "Public Procurement Policy for Micro & Small Enterprises (MSEs) Order 2012" as notified by the Government of India, Ministry of Micro Small & Medium Enterprises, New Delhi vide Gazette Notification dated 23.03.2012. • Issue of the Tender Sets free of cost; • Exemption from payment of Earnest Money Deposit (EMD), • In tender participating MSEs quoting price within price band of L1+15 per cent shall also be allowed to supply a portion upto 20% of requirement by bringing down their price to L1 Price where L1 is non MSEs. • Every Central Ministries/Departments/PSUs shall set an annual goal of minimum 20 per cent of the total annual purchases of the products or services produced or rendered by MSEs. Out of annual requirement of 20% procurement from MSEs, 4% is earmarked for units owned by Schedule Caste /Schedule Tribes (as per PPP Order dated 23.03.2012 overall procurement goal shall be mandatory w.e.f. 01/04/2015)	Vendor has to submit competency certificate in tune with estimated value of the RFP, issued by NSIC. This certificate certifies ability to handle a large project.
2	Pag No. 6 9. Earnest Money Deposit	By way of Demand Draft Rs.3,00,000/- By way of Bank Guarantee Rs.7,00,000/- Total EMD Amount Rs. 10,00,000/-		Vendor has to submit competency certificate in tune with estimated value of the RFP, issued by NSIC. This certificate certifies ability to handle a large project.
3	Pag No. 18 H. General Terms and Conditions: Point No. 1. Deliverables and Timelines:	The delivery period will be 30 days from the date of the Purchase Order issued. For delay in delivery beyond 30 days, penalty will be charged @ 1% per day from the 31st day to the date of Delivery on the entire value of the Purchase Order subject to maximum penalty of 10% of the entire value of the Purchase Order.	The delivery period will be 30 days from the date of the Purchase Order issued. For delay in delivery beyond 30 days, penalty will be charged @ 0.5% per day from the 31st day to the date of Delivery on the entire value of the Purchase Order subject to maximum penalty of 5% of the entire value of the Purchase Order.	As it is a critical project, the execution of the same within the stipulated time frame is mandatory hence the penalty limit.

	5.2 2. The bidder should have executed projects for delivery, installation and maintenance of Hardware like Servers, Cloud Projects, PCs, Printers, Scanners etc., (which may include network related hardware also for office computerisation), in more than 50 locations, necessarily in different cities covering at least Five states including at least one state from each of the eight zones of LIC, during last three financial years. The Bidder should have sufficient experience in Data migration activities. In case the Bidder appoints service partner, the details of such work experience of the Service Partner should be submitted. Also the Bidder or Service Partner should have experience in working with Oracle Database.		For wider participation we would request the following change in this sub-criteria: 5.2 2. The bidder should have executed projects for delivery, installation and maintenance of IT Hardware like Servers / Network Devices in more than 50 locations, necessarily in different cities covering at least Five states including at least one state from each of the eight zones of LIC, during last three financial years. The Bidder should have sufficient experience in Data migration activities. In case the Bidder appoints service partner, the details of such work experience of the Service Partner should be submitted. Also the Bidder or Service Partner should have experience in working with Oracle Database.	Refer Corrigendum
4	6. The bidder should have executed Purchase Orders for supply of Computer Systems & Peripherals in India of minimum value of Rs. 15 Crores in each of any two of the last three financial years 2016-17, 2015-16, 2014-15. OR in each of the last 3 Financial Years 2016-17, 2015-16, 2014-15 for supply of Computer Systems & Peripherals in India having minimum Purchase Orders of Rs. 10 Crores in the each year.		For wider participation we would request the following change in this criteria: 6. The bidder should have executed Purchase Orders for supply of IT Hardware / Networking projects in India of minimum value of Rs. 15 Crores in each of any two of the last three financial years 2016-17, 2015-16, 2014-15. OR in each of the last 3 Financial Years 2016-17, 2015-16, 2014-15 for supply of IT Hardware / Networking projects in India having minimum Purchase Orders of Rs. 10 Crores in the each year.	No change
5	On Tuesday, 06th March 2018, latest by 3:00 p.m.		On Friday , 16th March 2018, latest by 3:00 p.m.	Refer Corrigendum
6	5. Project Experience	2. The bidder should have executed projects for delivery, installation and maintenance of Hardware like Servers, Cloud Projects, PCs, Printers, Scanners etc., (which may include network related hardware also for office computerisation), in more than 50 locations, necessarily in different cities covering at least Five states including at least one state from each of the eight zones of LIC, during last three financial years. The Bidder should have sufficient experience in Data migration activities. In case the Bidder appoints service partner, the details of such work experience of the Service Partner should be submitted. Also the Bidder or Service Partner should have experience in working with Oracle Database.	Not more than 2 locations, necessarily in different cities covering at least two states.	Refer Corrigendum

7	Scope of Work	Do LIC need to have a certified Linux operating system to run with Oracle Hyervisor - OVM	If yes , than LIC needs to go for Oracle Linux OS instead of RHEL as Redhat has not certified OVM as a hypervisor to run RHEL operating system as a guest OS.	LIC is using RHEL and all programs are compatible with RHEL. Any change in the OS would call for rewriting of codes.
8	Deliverables and Timelines:	1% per day for delay beyond 31 days that is from 31st day, subject to maximum of 10 % penalty.	penalty should be 0.5% per week and maximum should be 5% per week only.	No change suggested
9	Eliligibility Criteria		Bidder should have Platinum partnership with Oracle only.	Not Required.
10	Deliverables and Timelines:	If installation is not done within the stipulated time-frame of 10 days, additional penalty of 0.5% of the cost of that item(s) per day will be applicable from the 11th day to the date of installation, subject to a maximum of total cost of migration.	Please increase the installation time-frame to 3 weeks and penalty should be 0.5% per week and maximum should be 5% per week only.	No change suggested
11	Deliverables and Timelines:	Site Not Ready (SNR) Clause: In case the site is not found ready for installation,migration the Vendor will contact LIC's Manager (IT)/RM (IT), if required. If it is concluded that the site is not ready due to any reason(s) attributable to LIC, then the Vendor will obtain a certificate from the user/ officer in-charge for "Site Not Ready" as generated from the LIC's Delivery & Installation Modules. This SNR certificate will be generated online at the concerned office. In this case, the delivery & installation payment (90%) due to the selected Vendor will not be held up for want of installation certificate. However, the Vendor has to submit an undertaking that as and when the site is ready, the said equipment will be installed by the Vendor within 10 days of being intimated in writing by the concerned LIC Office that the site is ready.	equipment will be installed by the Vendor within 3 weeks of being intimated in writing by the concerned LIC Office that the site is ready	Refer Corrigendum
12	Pricing & Taxes	However, if LIC decides to extend the validity period of the RFP, during the extended period, in case there is 5% increase or decrease of the Dollar rate, as on the date of placing purchase order, the approved prices can be revised for the purchase orders placed in the extended period, to the extent of 4% of the approved price as illustrated below, however it will be the responsibility of the bidders to indicate in their commercial bid, the hardware items which may have price impact due to dollar rate fluctuations:	When the entire billing is happening in India and there is concren of abroad then there is no question arises in DOLLAR currency.all the prices will be in INR only.	No change

13	Per location Migration penalty	2% of the total cost of migration per day. 4% of the total cost of migration per day.	penalty should be 0.5% per week and maximum should be 5% per week only. If Vender is delaying the project. And if there is will a delay from the LIC then no penalty should be levy on vendor.	No change
14	G. Scope of Work, Page -16	Oracle Virtualization Software - 08 Qty.	Assuming bidders needs to consider only OVM hypservisors & DB licesnses. OS/Backup/application license will be provide by LIC.	Only OS will be provided by LIC
15	G. Scope of Work, Page -16		Assuming LIC provides 08 numbers of servers for hypervisor & also we assumed existing servers are compatible with OVM.	YES
16	G. Scope of Work, Page -16	Oracle Database 11g Enterprise Edition-Processor Perpetual	How to above stated licesnse has been distributed among servers	As per Tender Techno Commercials
17	G. Scope of Work, Page -16	Oracle Database 11g Enterprise Edition-Processor Perpetual	What are the processor type?	Qty is arrived as per the same.
18	G. Scope of Work, Page -16	1. Creation of Virtual Machines with Operating Systems on the New hardware at Zonal servers. Multiple databases of different units need to be created with same SID as lic on single server as per the requirement to enable Oracle clients from different Units to connect to their respective data base with same SID.	Please clarify - is this multiple DB's need to be created at single servers as their some SID?	YES
19	G. Scope of Work, Page -16	1. Creation of Virtual Machines with Operating Systems on the New hardware at Zonal servers. Multiple databases of different units need to be created with same SID as lic on single server as per the requirement to enable Oracle clients from different Units to connect to their respective data base with same SID.	Please clarify - How many physical servers/virtual severs to be consider in each zone?	As per Tender Scope of Work
20	Sequence of Activities:, Page -17	Step 12: Vendor is expected to do the migration of APEX and all web applications developed in APEX at Central Office P&GS.	Please clarify - if any application or code modification required at APEX, who will do that?	System Integrator has to ensure that the programs work properly in new environment.
21	Sequence of Activities:, Page -17	Step 13: Vendor needs to provide a backup solution for the Servers which are being installed with Oracle 11g. Vendor is also required to verify whether programs in Oracle 10g gives any issues/problems with Oracle 11g.	Please clarify - what did ment by backup solution ? Did it includes any licenses or hardware?	No additional license or hardware is expected from the bidder for backup solution.
22	Backup, Page - 17	a. For Unit servers there will be a local back up on daily basis , preferably on hard disk of a local pc or server. This will be primary back up.	Please share existing backup infra detail i.e. SW detail, licenses etc.	No Third Party Tools required.

23	Backup, Page - 17	b. Local back up will then be additionally transferred to zonal server. This will be secondary back up. For this suitable partitioning has to be provided on zonal server.	Please clarify - How LIC will transfer the backup on ZO server. Do bidders need to consider third party tools?	Only Scheduler Required for backup is required.
24	Ref: LIC/CO/IT-BPR/HW/Oracle Licenses 11g/2017-18/07 , Dated 14/02/2018 (Section - F [3.], Page 14 of 46)	The lowest quote (Rate) under each Group of Line items received in the Commercial Bid (Hard Copy) will be taken as (maximum) base for Online Reverse Auction (ORA). Online Reverse Auction will be conducted and the eligible Bidders will be informed about the "Business Rules" and the details of the ORA, subsequently.	Please confirm if the Bid is only going to one time submission of commercial or there would be Reverse Auction for sure after the bid submitted, and If Yes what could be the criteria for not getting eligible to participate in Reverse Auction	There will be ORA (Online Reverse Auction).
25	Ref: LIC/CO/IT-BPR/HW/Oracle Licenses 11g/2017-18/07 , Dated 14/02/2018 (Section - E [5. 1], Page 11 of 46)	The bidder should have their presence in all the 8 Zones of LIC that is Western Zone, Central Zone , Eastern Zone, East Central Zone, Northern Zone, North Central Zone, South Zone and South Central Zone . If Service Partner(s) is/ are appointed for any region, then the details of Service Partner's office(s) for the said region/location can be submitted.	In today's world IT is evolved to provide services without physical presence most of the times, whereas the services are provided through Remote on/off shore, nationally/ Internationally.	It is to only to evaluate the capabilities of the SI to handle projects with large scope.
26	Ref: LIC/CO/IT-BPR/HW/Oracle Licenses 11g/2017-18/07 , Dated 14/02/2018 (Section - E [5. 2], Page 11 of 46)	The bidder should have executed projects for delivery, installation and maintenance of Hardware like Servers, Cloud Projects, PCs, Printers, Scanners etc., (which may include network related hardware also for office computerisation), in more than 50 locations, necessarily in different cities covering at least Five states including at least one state from each of the eight zones of LIC, during last three financial years. The Bidder should have sufficient experience in Data migration activities. In case the Bidder appoints service partner, the details of such work experience of the Service Partner should be submitted. Also the Bidder or Service Partner should have experience in working with Oracle Database	The existing tender belongs to the software purchase and the software implementation, hence criteria of installing, delivery and maintenance of Hardware must not include. The products for which RFP is raised has no Hardware.	It is to only check the capabilities of the SI to handle projects with large scope.
27	G: Scope of work> Sr. no. 5, Page: 16	data migration locations	Please specify Data Migration locations?	Refer Corrigendum
28	G: Scope of work> Sr. no. 6, Page: 16	support engineer visit	Support engineer has to visit the site and carry-out migration activity or remotely the activity can be carried out?	Physical Presence is required.

29	Page 17, Sequence of activities	Support activity and migration	Please elaborate the activity: Vendor is expected to do the migration of APEX and all web applications developed in APEX at Central Office P&GS? Like what does it mean by migration : only backup the application source code and restore onto new server or making the application work on the new server with the database with same functionalities as it is behaving in existing environment?	Migration from 10g to 11g . Hence support required.
30	4		Any Post implementation support from vendor?	Support is Required.
31	5	Database Size	Please specify Size of each databases at each location?	Maximum data size for individual unit at ZO server is less than 20GB. For other location it may go upto 200GB. For Central office, data size may go upto 500GB..
32	6		Any general issues they do occur frequently if yes Please provide details.	System Integrator to take care.